

7 Access and Facilities

Access refers to making the library's services and resources as widely available as possible. It has many aspects: the library's location, the number of hours it is open, the efforts made by the library staff to extend services into the broader community, bibliographic access to the library's collections, and use of appropriate technologies to facilitate access to local and remote resources. The principle of equal access should be integral to the library's long-range plan.

The *physical* library facility also has a direct effect on access. All public library buildings should be easily accessible and offer a compelling invitation to the community. Library buildings should be flexible enough to respond to changing use and new technologies. Buildings should be expandable to accommodate growing collections and new services. Buildings should be designed for user efficiency. Building designs also should support staff efficiency, because staff costs are the major expense in library operation.

Access to Information and Resources

Libraries should meet the following standards relating to access to information and resources:

Yes	No	
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| <input type="checkbox"/> | <input type="checkbox"/> | 1. Library facilities are readily available to all residents of the service jurisdiction, within a 15-minute drive in metropolitan areas or a 30-minute drive in rural areas. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. The library provides signs on main community thoroughfares that indicate the direction to the library. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. The library takes action to reach all population groups in the community. Appropriate services may include homebound services; deposit collections for childcare facilities, schools, institutions, and agencies; books-by-mail service; bookmobile service; programs held outside the library; and remote access to the library online catalog and other resources. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. The library ensures access to its resources and services for patrons with disabilities through the provision of assistive technology and alternative formats, in compliance with the Americans with Disabilities Act. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. As one measure of access, the library annually calculates its rate of registrations as a percentage of population as defined in <i>Output Measures for Public Libraries</i> . (Van House et al., 1987) |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. The full range of services is available all hours the library is open. |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. Library hours are fixed and posted and include morning, afternoon, evening, and weekend hours. Hours open are based on an assessment of users' and potential users' most convenient days and times to visit the library, rather than on staff convenience. |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. The library establishes and meets a service target for hours open not lower than the Basic Level for its population group. Regardless of population served, the library is open a minimum of 25 hours per week. (See Appendices A, B and C.) |

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 9. The library participates in a library system wide area network for shared services (e.g., shared integrated library system, Internet access). |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. The library has a local area network (LAN) linking all workstations as appropriate. The library takes reasonable measures to insure the security of its LAN. |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. The library has an integrated library system (ILS) or is part of a shared ILS with a graphical user interface. |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. The library's catalog is available via the Internet with the use of a web browser and is accessible 24 hours per day, seven days per week. |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. The library's online catalog and other electronic resources are accessible to persons with disabilities through the use of adaptive and assistive technology. |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. The library has a dedicated high-speed connection to the Internet, which is available to multiple library workstations. Whenever possible the library provides public wireless Internet for access from private laptops and devices. |
| <input type="checkbox"/> | <input type="checkbox"/> | 15. The library has a telephone system adequate to meet public and staff needs including at least one text telephone (TTY). A voice mail system or answering machine provides basic library information to callers during times the library is not open, with a choice for languages other than English, as appropriate. |
| <input type="checkbox"/> | <input type="checkbox"/> | 16. The library authorizes and maintains (or jointly maintains) an up-to-date universally-accessible web page that includes library hours, phone numbers, services, and other basic information. |
| <input type="checkbox"/> | <input type="checkbox"/> | 17. The library has multiple listings, as appropriate, in the local telephone directory. |
| <input type="checkbox"/> | <input type="checkbox"/> | 18. To facilitate the delivery of information, the library has (or has convenient access to) a photocopier and a fax machine. |
| <input type="checkbox"/> | <input type="checkbox"/> | 19. The library has appropriate equipment to support access to information in various non-print formats in its collection (CD players, VCRs, DVD players, microform machines, among others). |
| <input type="checkbox"/> | <input type="checkbox"/> | 20. The library provides a minimum of one public access workstations per thousand for service populations under 5000, or one workstation per 2000 for service populations over 5000; or a sufficient number of workstations to accommodate patrons with minimal wait times for access to the library's catalog, the Internet, and other electronic resources. (See Appendix F for definition of "public access workstation.") |
| <input type="checkbox"/> | <input type="checkbox"/> | 21. When remote access to electronic information resources is offered, it is available 24 hours a day, seven days per week. |
| <input type="checkbox"/> | <input type="checkbox"/> | 22. The library has converted its bibliographic and holdings information into machine-readable form using the MARC standard. |
| <input type="checkbox"/> | <input type="checkbox"/> | 23. If the library elects to filter Internet content, it has a policy and procedure in place to allow patrons unfiltered access to legitimate information. |

The Physical Facility

Libraries should meet the following standards relating to the physical facility:

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 24. The library provides adequate space to implement the full range of library services that are consistent with the library's long-range plan and the standards in this document. |
| <input type="checkbox"/> | <input type="checkbox"/> | 25. The library has allocated space for child and family use, with all materials readily available, and provides furniture and equipment designed for children and persons with disabilities. |
| <input type="checkbox"/> | <input type="checkbox"/> | 26. At least once every five years, and more frequently if needed, the board directs the preparation of an assessment of the library's long-term space needs. |
| <input type="checkbox"/> | <input type="checkbox"/> | 27. The library building and furnishings meet state and federal requirements for physical accessibility, including the <i>ADA Accessibility Guidelines for Buildings and Facilities (ADAAG)</i>
(at http://www.access-board.gov/adaag/html/adaag.htm) |
| <input type="checkbox"/> | <input type="checkbox"/> | 28. In compliance with the <i>ADAAG</i> , the library provides directional signs and instructions for the use of the collection, the catalog, and other library services, in print, Braille, alternate formats, and languages other than English, as appropriate. |
| <input type="checkbox"/> | <input type="checkbox"/> | 29. The library's accessible features (such as entrance doors, restrooms, water, and parking spaces) display the International Symbol of Accessibility. |
| <input type="checkbox"/> | <input type="checkbox"/> | 30. The library building supports the implementation of current and future telecommunications and electronic information technologies. |
| <input type="checkbox"/> | <input type="checkbox"/> | 31. Adequate, safe, well-lighted, and convenient parking is available to the library's patrons and staff on or adjacent to the library's site. The minimum number of required parking spaces may be governed by local ordinance. |
| <input type="checkbox"/> | <input type="checkbox"/> | 32. The exterior of the library is well lighted and identified with signs clearly visible from the street. |
| <input type="checkbox"/> | <input type="checkbox"/> | 33. The entrance is clearly visible and is located on the side of the building that most users approach. |
| <input type="checkbox"/> | <input type="checkbox"/> | 34. Emergency facilities are provided in accordance with appropriate codes; evacuation routes, emergency exits, and the locations of fire extinguishers are clearly marked; emergency first aid supplies are readily available; and the library has a designated tornado shelter. |
| <input type="checkbox"/> | <input type="checkbox"/> | 35. Lighting levels comply with standards issued by the Illuminating Engineering Society of North America. |
| <input type="checkbox"/> | <input type="checkbox"/> | 36. The library provides facilities for the return of library materials when the library is closed; after-hours material depositories are fireproof and are accessible to people with disabilities. |
| <input type="checkbox"/> | <input type="checkbox"/> | 37. The library has accessible public meeting space available for its programming and for use by other community groups, if appropriate. |

